



Best Practices Program in Assisted Living - Falls Assessment, Prevention and Intervention Strategies

Monmouth Crossing Assisted Living
CentraState Healthcare System

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The Evolution of a Program

- Monmouth Crossing's Falls Program can best be described as **a great idea that we 'fell' upon!**
- The concept of Quality Improvement in Assisted Living is a challenge unto itself due to the key question of how do you define quality?
 - Resident Needs (Standards of Care) versus Resident Preferences (Privacy and Choice)
 - Family Expectations
 - Owner / Operators Objectives

Brainstorming a Concept

- Initial questions that we needed to examine-
 - What constitutes a fall?
 - What is a benchmark for falls in the industry ?
 - How do we collect data on falls?
 - Who champions the reduction in falls?

Basic Fundamentals upon which the program was established.

- Promotion of the concept that safety is everyone's responsibility.
- The RN provides clinical leadership to all staff.
- A stable staff that know the Residents.
- Opportunity for communication among departments (Management Meetings and Resident Care Committee).

Basic Fundamentals Continued

- Education provided to all Staff, Residents, and Families.
- Quarterly reporting of outcomes to Staff, Managers, and Board of Directors.

Initial Phase of Development

The initial phase of development resulted in the following standards:

- Consistent definition and reporting of falls established.
- A Methodology for collecting data and establishing a benchmark.
- Assessment and reassessment with multidisciplinary team, including a review of medications, time needed for support, environment, and physical therapy consult if appropriate.

Recent additions to the program

- Two new tools
 - Fall investigation form
 - Risk assessment form

Results

- Traditional Assisted Living - 2003 YTD average 5.8 as opposed to 2002 average 4.5.
- Dementia Unit - 2003 YTD average .5 as opposed to 2002 average of 6.2

Positive Benefits

- No cost to initiate program and does not increase labor workload.
- Improved Census.
- Residents, Staff, and Families feel more confident about the risks, resulting in happier customers and the staff feeling better prepared.